



Frequently Asked Questions

1. **What is Kno Perks?**

By leveraging the purchasing power of all our members, you can save on almost everything you want to buy. Enjoy member only pricing on a variety of products and services and earn WOWPoints on every purchase!

2. **How do I access Kno Perks?**

1. Visit the program: knowledgehubmedia.corporateperks.com
2. Log in with your email and password. First time users: Click the "Register Now" button to set up your account.
3. Start Saving!

3. **Can my friends and family use it?**

Yes! Once you have registered, you can "invite" up to five (5) family members and friends to join and benefit from the same significant discounts. To invite family and friends, click the **My Account** link at the top of the page and select **Family Invitations** from the drop down menu. They will be able to access the program from any personal computer.

4. **What are WOWPoints?**

WOWPoints are the rewards currency for Kno Perks. Many offers are designated with a WOWPoints multiplier, which awards you that many WOWPoints for every dollar spent. Once you earn WOWPoints, you can redeem them at a rate of 100 WOWPoints = \$1.00 for cash credit to a linked card. Simply select the "Pay with Points" option under the "Shop Now" button on the offer you would like to redeem them for. Once the merchant confirms your order, the redemption is processed as a cash credit to your linked card.

5. **What if I have questions or need to troubleshoot an issue?**

Kno Perks has a separate set of FAQs, which is located in the **Help Center** (click the **Help Center** button at the top of the page, or use the following link: knowledgehubmedia.corporateperks.com/feedback/helpfaq). The FAQs cover all aspects of the site and should resolve most queries. Otherwise, you may send an email from the site to our dedicated online Customer Success Team. You should receive a response within one to two business days.

6. Looking for current Kno Perks exclusive discounts?

Click the “Knowledge Hub Media Exclusives” tab near the top of the site for select corporate discounts offered to all members.

7. How do I nominate a new merchant for Kno Perks?

After logging in, access “Exclusives”, click “Nominate a Merchant”, and submit the form to nominate a new merchant for the site.

You can also direct your favorite merchants to (1) Access knowledgehubmedia.corporateperks.com, (2) Click the “Merchant Referral” link in the footer, and (3) submit their information.

8. How do I redeem the discounts and offers listed on the Kno Perks website?

Online discounts: Some offers may only be redeemed online, and are accessible by a link to the merchant website on the offer detail page. In some cases you will need to enter a discount code (listed on the offer detail page) as you check out on the merchant website. If there is no discount code listed, the discount will be calculated automatically when you check out.

In-store discounts: When a discount is offered in store, there will be a coupon available on the offer detail page. Follow the instructions and click on 'print coupon' to view and print the coupon using your browser's print function. This can be presented in-store for your discount.
